

OPPENHEIMER

OPPENHEIMER WOLFF & DONNELLY LLP

Plaza VII, Suite 3300
45 South Seventh Street
Minneapolis, MN 55402-1609
oppenheimer.com

612.607.7000
Fax 612.607.7100

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May 26, 2004

TO: Commissioner for Patents
COMPANY: U.S. Patent and Trademark Office
PHONE:
FAX: 703.872.9306

FROM: Steven C. Lieske
DIRECT DIAL: 612.607.7508
EMAIL: Slieske@Oppenheimer.com
RE: Serial No. 10/811,439
Attorney Docket No. 60021-378601

COMMENTS: I hereby certify under 37 CFR 1.8 that this correspondence is being transmitted by facsimile to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, via the facsimile number 703.872.9306 on May 26, 2004.

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OFFICIAL**PATENT****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE****Applicant:** Robert E. Wollan et al.**Serial No.:** 10/811,439**Filing Date:** March 26, 2004**Title:** ENHANCING INSIGHT-DRIVEN
CUSTOMER INTERACTIONS**Docket #:** 60021-378601**Group Art Unit:** Not Assigned**Examiner:** Not AssignedCommissioner for Patents
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Alexandria, VA 22313-1450**CERTIFICATE OF TRANSMISSION**
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Ann Pommier

PRELIMINARY AMENDMENT

Dear Sir:

Please enter the following amendment and remarks prior to examination of the
subject application.